

Effective Questioning: A Different Way to Communicate (EQT)

COURSE NUMBER **FAA01253**

For information about this course, contact:
FAA Program Manager: Shepherd Curl
(386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Effective communication tools have become a more essential part of every employee's day-to-day interactions and are a requirement for success at work. Questioning is a powerful tool that is often overlooked in communications training. Effective Questioning: A Different Way to Communicate brings a unique insight into the effects of positive questioning, not only as a method of gathering information or interrogating, but as a communication skill that can assist in coaching, problem solving, stimulating ideas, encouraging discussion, expanding alternatives, and gaining understanding.

Participants will see how astute questioning can enhance conversations, job performance, and capacity to influence, as well as improve the quality of all work relationships. The workshop is designed for employees at every level of your organization.

The activities in this workshop are designed to give the participant an opportunity to classify questions according to purpose, recognize the various types of questions, and to identify individual questioning styles. Activities include lecture, written exercises, large and small group discussion, and questioning practice.

OBJECTIVES

- Discuss the value of questioning as a communications technique.
- Classify various questions based on their purpose.
- List strategies for overcoming barriers to successful questioning.
- Develop and practice questions that encourage discussion and influence others.

KEY COMPETENCIES

- Agility
- Building Alliances
- Communication
- Interpersonal Relations and Influence

CLASS SIZE

18 participants

LENGTH 3½ hours

(Class times may vary.)

LOCATION

Customer site or
FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Employees who desire to improve communication skills

ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Effective Communication Skills
(FAA01186)